DEC STD 071-2 FIELD CHANGE ORDER CONVENTIONS AND PROCESSING - CUSTOMER SERVICES LOGISTICS

DOCUMENT IDENTIFIER: A-DS-EL00071-02-0 Rev B, 22-Jan-1990

ABSTRACT: This document describes the specific duties required of the Customer Services Logistics (CSL) organization in implementing Field Change Orders (FCOs).

APPLICABILITY: This standard is mandatory for Customer Services Logistics personnel who process FCOs to Digital products. This standard may be supported by policies and procedures from various functions, although supporting documents do not supersede this standard.

STATUS: APPROVED 22-Jan-1990; use VTX SMC for current status.

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APPROVAL: This document has been reviewed and recommended for approval by the General Review Group for its category.

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1 INTRODUCTION

This section of DEC STD 071 describes the responsibilities required of Customer Services Logistics (CSL) to implement Field Change Orders (FCOs). An FCO is implemented when changes must occur to products in the field. There are five FCO categories.

S Reduce or eliminate in a product a potential risk of personal injury or substantial property damage, or to make a product compliant with product safety standards, laws, or regulations.

O Reduce or eliminate in a product an imminent risk of loss of use of the product, significant product degradation and/or abnormal failure(s), or loss of data without notification or the output of erroneous data without notification.

F Reduce or eliminate in a product the risk of loss of a specific function within the product, and ensure product operation to its original functional and/or performance specifications.

I Make a product compliant with new Digital industry standards, improve product reliability and serviceability, and maintain product compatibility and performance.

E Enhance the performance, speed, capacity, and characteristics of a product. Add new functionality and compatibility to a product, for cosmetic enhancements for product migration.

For further information on FCOs, refer to *DEC STD 071-0 Field Change Order Policy - Introduction* and the *CSSE FCO Process Guide*.

NOTE

S, O, and F codes are usually needed when there is a problem detected in Digital products and to ensure proper machine operation. I and E codes refer to enhancements.

2 RESPONSIBILITIES

Table 1: CSL FCO Deliverables

1. CSL PRODUCT MANAGER

   Receive notification from Customer Services Systems Engineering (CSSE).

   Notify CSL Product Business Team of FCO. (Refer to Table 2 for team definition.) *

   Develop Implementation Strategy with FCO implementation team.

   Verify Inventory quantities in Customer Services Logistics (CSL).

   Develop Logistics Strategy (section 4.0) and Schedule B cost summary for Preliminary Corporate Implementation Plan (Pre-CIP).

   Provide FCO kit and document part numbers to CSSE.

   Provide kit Bill of Materials (BOM) piece part numbers to Materials Administration and Support Services (MASS).

   Prepare Logistics Executive Summary for Management Review.

   Ensure applicable CSL management signs off Pre-CIP.

   Coordinate Geography material requirements and allocation plans with material planners.

   Coordinate allocation plans with Geographies.

   Finalize section 4.0 and schedule B of Pre-CIP.

   Review and sign off FCO document and return to Micropublishing.

   Review plan with CSL Product Business Team.

   Ensure International Logistics Organization (ILO) adherence to plan deliverables.

   Provide ship data to CSSE.

   Close out FCO program.

2. CSL MATERIAL PLANNER

   Determine material requirements.

   Order material. Coordinate repair schedule with source (if applicable).

   Create FCO kit work orders.

   Implement allocation plans with geographies.

   Receive and kit material.

   Release orders on allocated kits according to plan.

   Track shipments and monitor returns (if required).

   Ensure continuing adherence to CSL material support requirements of the plan.

3. CSL MANAGEMENT

   Review and sign-off Pre-CIP, and Final CIP (if required.)

4. CSL QUALITY MANAGEMENT OFFICE

   Ensure adherence to Quality standards and processes.

* When an FCO refers to a product developed in Europe and sold only in Europe, the original Logistics planning will have been carried out by CSL Product management in Nijmegen.

Table 1 (Cont.): CSL FCO Deliverables

5.	CSL SOURCE MANAGEMENT Ensure new build and repair source readiness and performance, and adhere to CIP.
6.	CSL MATERIALS AND SYSTEMS SUPPORT ADMINISTRATION Assign FA document and EQ kit numbers. Enter kit BOM on CSL database. Distribute FCO shipment report to Product Managers.
7.	CSL FINANCE Review and approve CSL FCO cost estimates for Schedule B.
8.	GEOGRAPHY LOGISTICS PRODUCT MANAGER Verify inventory quantities in Geography. Coordinate determination of Geography material requirements. Ensure Geography adherence to plan and advise needed changes to plan.

2.1 NOTIFICATION

CSL is notified by CSSE of an impending FCO. The CSL Product Manager participates in the CSSE FCO team meetings to gather information regarding the worldwide logistics impact of the FCO.

The CSL Product Manager notifies members of the Logistics Product Business Team of the FCO.

2.2 PRELIMINARY CORPORATE IMPLEMENTATION PLAN (PRE-CIP) AND EXECUTIVE SUMMARY DEVELOPMENT

The CSL Product Manager prepares the Pre-CIP logistics strategy. The CSL Product Manager writes the Logistics section of the Pre-CIP (section 4.0) and Schedule B "Customer Services Logistics Stockroom Projected FCO Cost Summary", and submits Schedule B to the finance member of the CSL team. The CSL Product Manager provides part numbers for the FCO kit and document to CSSE and ensures that the appropriate kit Bill of Materials (BOM) is entered into logistics databases.

The CSL Product Manager prepares an executive summary for review by CSL Management.

2.3 PRE-CIP SIGN-OFF

The CSL Product Manager ensures that the Pre-CIP is signed-off by the required level of CSL management.

2.4 MATERIAL ORDERING

Approval of the Pre-CIP by the Customer Services Management Committee or the appropriate levels of CSL, CSSE, and Customer Services Finance shall constitute CSL's authorization to procure material to support the FCO.

The CSL Product Manager shall have material orders placed for Geography-defined quantities as written commitments are received. The written geography commitments confirm affected population, installation schedule, and an agreement to purchase in quantities and at rates to meet the Geography's Field Implementation Plan\Forecast.

The CSL Product Manager shall notify the CSSE FCO team of manufacturing and/or vendor material commitments.

2.5 FINAL CIP DEVELOPMENT

The CSL Product Manager finalizes input to the Logistics section (4.0) and Schedule B of the CIP, based upon committed Geography final unit volumes.

The CSL Product Manager reviews the final CIP with the CSSE Team and with members of the Product Business Team.

2.6 FINAL CIP SIGNATORY APPROVAL

The Final CIP does not need additional CSL management review and signature unless the estimated final FCO expense exceeds the Pre-CIP by greater than 10% or $100,000, whichever is greater, or to an extent that it requires an additional level of approval.

2.7 IMPLEMENTATION

The CSL Product Manager reviews and signs the FCO Document supplied by the Micropublishing group. The CSL Material Planner ensures that material is available and kitted per the material availability date and volumes stated in the Final CIP. FCO kits may not be ordered by the Geographies until the implementation date stated in the Final, approved CIP. During the period of performance of the FCO, if cost exceeds the approved amount of the Final CIP by 10% or $100,000, whichever is greater, an addendum to the Final CIP is required for reapproval.

2.8 TRACKING

The CSL Product Manager shall compile and report ship data by Geography and publish the results to the Customer Services Team.

2.9 FCO CLOSURE

Per decision of the CSSE FCO Team, the FCO program is closed. The CSL Product Manager initiates appropriate material disposition (that is, stocking code changes, breakdown of EQ kits, and the like).

The CSL Product Manager shall provide input to CSSE for the FCO post-partum report.

Table 2: CSL Product Team

Logistics Business Unit (LBU) Product Management
Quality
Digital Manufacturing
External Manufacturing
CSL Manufacturing
CSL Engineering
CSSE
Area Logistics
U.S.
Europe
GIA
Supply Base Management
Contracts
Purchasing
CSL Planning
Safety/Hazard

APPENDIX A

REFERENCED DOCUMENTS

A.1 EL-Class Digital Documents

EL-Class Number	Document Title
EL-00071-00	*DEC STD 071-0 Field Change Order Policy - Introduction*

Use VTX SMC to order copies of EL-class documents from Standards and Methods Control. Send distribution questions to JOKUR::SMC or call DTN: 234-4423.

A.2 Other Documents

	Document Title
	CSL Operating System *
	CSSE FCO Process Guide **

*Copies of this document may be requested by sending mail to Paul Cook, DASXPS::PCOOK.

**Copies of this document may be requested by sending mail to Ron Miller, CSSE::MILLER.

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